



**State of Wisconsin  
Frontier Communications Account Team**

<b>Account Management</b> <ul style="list-style-type: none"><li>Verizon Account Team Leader</li><li>Account Planning &amp; Enterprise Sales</li><li>Primary Customer Advocate</li></ul>	<b>Lance Scholey</b> Enterprise Account Executive Office: 608-837-1333 Cell: 608-658-0647 Email: <a href="mailto:lance.scholey@ftr.com">lance.scholey@ftr.com</a>	<b>Frank Damit</b> Regional Sales Director Office: 608-837-1116 Cell: 608-234-2083 Email: <a href="mailto:frank.damit@ftr.com">frank.damit@ftr.com</a>	<b>Frank Maydak</b> Area General Manager Office: 920-893-7320 Cell: 920-889-5074 Email: <a href="mailto:Frank.Maydak@ftr.com">Frank.Maydak@ftr.com</a>
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<b>Business Sales Support</b> <ul style="list-style-type: none"><li>Service requests, directory listings, billing issues, and other service needs.</li></ul> <b>Service Order notes:</b> <ul style="list-style-type: none"><li>Order requests must be sent via email to <a href="mailto:BusinessRequests@ftr.com">BusinessRequests@ftr.com</a>.</li><li>Enter Order Request <b>for State of WI</b>, Billing Issue <b>for State of WI</b>, etc. in the subject line, allowing routing appropriate support staff.</li><li>An NSPE number will be provided within 24 hours &amp; an order recap will be provided within 48 hours.</li></ul>	<b>Ron Dague</b> Client Service Advisor Office: 715-243-7009 Email: <a href="mailto:ronald.dague@ftr.com">ronald.dague@ftr.com</a>	<b>Business Requests</b> Service Specialist group  Email: <a href="mailto:businessrequests@ftr.com">businessrequests@ftr.com</a>  For work orders cc <a href="mailto:Ronald.dague@ftr.com">Ronald.dague@ftr.com</a> <a href="mailto:Lance.scholey@ftr.com">Lance.scholey@ftr.com</a>
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<b>Tax Exemption Procedure:</b>  Follow this process to obtain tax exemption status when ordering services that involve a new billing account number:	Submit Order to <a href="mailto:businessrequests@ftr.com">businessrequests@ftr.com</a> , cc to <a href="mailto:Ronald.dague@ftr.com">Ronald.dague@ftr.com</a> and <a href="mailto:lance.scholey@ftr.com">lance.scholey@ftr.com</a> . Include this text in your email, "Please get back to me with a phone number, order number and due date (request as soon as possible)."  The Service Representative will respond with that information via email.  Forward that email to <a href="mailto:taxemptnorthcentral@ftr.com">taxemptnorthcentral@ftr.com</a> with the following text, "Note, this account should be exempt from Federal and State taxes based on Federal work unit number edmasys0614201033983 and State work unit 10198490712201083378."
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<b>Operations Advocate</b> <ul style="list-style-type: none"><li>Primary escalation point for Repair &amp; Provisioning.</li><li>Secondary Customer Advocate for Network Services (contact if neither Sue Schmidt nor her management is available).</li></ul>	<b>Frank Maydak</b> Area General Manager Office: 920-893-7320 Email: <a href="mailto:Frank.maydak@ftr.com">Frank.maydak@ftr.com</a>	<b>Kelly Shipley</b> General Manager Office: 608-837-1140 Email: <a href="mailto:Kelly.shipley@ftr.com">Kelly.shipley@ftr.com</a>
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<b>Repair or Trouble Reporting</b>	800-921-8104 & Follow Prompts
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